

"IT'S SECOND BEST": THE EXPERIENCES & ATTITUDES OF PEOPLE WITH MUSCULOSKELETAL PAIN TOWARDS PHYSIOTHERAPIST DELIVERED TELEHEALTH DURING THE COVID-19 PANDEMIC

172 People completed the survey

95%

Accessed
video-based telehealth

Reported improvement
in their condition

85%

84%

Agreed it was an efficient
use of their time

Agreed it was
financially viable

75%

73%

Agreed their condition
was accurately diagnosed

Believed telehealth should
be less expensive than
face-to-face services

62%

19 People were interviewed

Qualitative analysis revealed four main themes (17 subthemes):

i

Telehealth had value, but was generally perceived as inferior to in-person care

"I think these type of things [telehealth] they really, aren't as good as face-to-face. But in saying that I felt like they served a purpose"

"The positive is I feel is that [telehealth] was better than not having any contact."

ii

Challenges related to assessment, diagnosis, 'hands on' treatment, observation and communication, and technology

iii

Advantages to access safe, expert, and convenient care

iv

Importance of supportive technology, including video and supplementary resources



People with musculoskeletal pain valued physiotherapist telehealth services during the pandemic. However, it was generally viewed as inferior to in-person delivery and may be best used as part of a hybrid model of care.



SCAN ME

